

Online Troubleshooting Tips:

- If you have not registered, click the “create account” link on the left side screen, and then enter your User/Account ID and Cycle/Route information located on your water bill. Your User/Account ID is located on the upper left side of your water bill. Your User/Acct. ID will look similar to the following format: 12345-67890 and your Cycle/Route will look similar to the following format: Cycle: 05 and Route: 55
- If you get a notification that an email has already been sent to your email address, this means that the registration process has not been completed. To complete the registration, click the submit button and have the registration email re-sent to your email address. If you have not received the email, double check that the email spelling is correct and double check your junk/spam folder. When you receive the email, click the embedded link and follow the registration prompts.
- After you have registered you can log into your account online using your User/Account ID and password. When typing your password ensure that you do not have CAPS lock or NUMBER lock on your keyboard. Another troubleshooting trick is to copy your password from your email and paste into the “password” field of the login screen. Your login will look similar to the following format:
User/Account ID: 12345-67890
Password: Yourpassword1
- To reset your password, click the “reset password” link next to the password field. Enter your User/Account ID. You will be prompted to enter the “security answer” to your security question. If you receive an error that states you have not created a “security question or security answer” then follow the forgot password step below:
- If you forgot your password, click the “forgot password” link on the left side of the page. Enter your User/Acct ID and the Email address you registered when you created your online account. Your password recovery will look similar to the following format:
User/Account ID: 12345-67890
Email Address: youremail@domain.com
- If you are at the “Update Password/Email” window, you only need to update the required fields marked in *RED. Once you have entered your information and clicked the “submit” button, your page will have a yellow message box with either an error message describing the information that needs to be corrected or a message stating that the “Information was updated.” Once the information has been successfully updated, you will then click the “Account Information” link on the upper left side of the page, to navigate back to your main account screen.

- If you cannot remember your email address feel free to call 432-685-7320 or email ub@midlandtexas.gov to verify the registered email address.
- If you receive an error message that your account has been locked, Close down and re-open the browser, this will restart the login timeout. If you are still having difficulty logging in, ensure you are using the dash on your account similar to the following format: 12345-67890. Next will be to click on the “forgot password” link on the left side of the webpage to receive your password via email. You may also want to click the “reset password” link on the right side of the password field. Please note that the “reset password” option will not work until you have created your “security question” located on the “edit account” screen.
- When you login, if you get the “security question and security answer” page, then fill in only the required fields listed in red. You will choose your own security question, and the answer to the question. If you still cannot advance past this screen, then try to update your password as well. Your password requires a Capital letter and a Number combination. Once this information has been updated, you can click the “Account Information” link at the top left of the page.
- If your credit card has expired or the wrong card is on file, log into your Bill Pay account and follow one of the options below:
 - If you are setup for Auto Pay, then click the "Auto Pay" link on the left of the screen. Then click "Modify Enrollment" on the left side of the screen. Here you can modify current card information or Enter new Credit card. If you need to change the complete card number, you may have to completely disable the card and re-enroll. To do this, click the “disable” link on the left side of the screen and follow the prompts. If you do not have a “disable” link, you may have a pending payment that will need to be cancelled. If this applies to you, please call or email with your account number and we will cancel your current pending payment, so that you can disable and re-enroll your new card.

Or

- If you are paying your bill manually, then click the "Make Payments" link on the left side of the screen. Then click the "On Demand" link in the middle of the page. On the "Wallet Maintenance" screen you can select the specific card link you wish to modify in the "Account Number / Routing Number" column. You may also want to remove any invalid cards stored in your wallet. To do this select the "Delete" box next to each card line item, then click the "Delete Selected Payment Types" button at the bottom of the page. You can re-add a payment method by clicking the "Add a payment type" at the bottom of the page.

- If you received an email similar to the following message:

On Mon, May 19, 2014 at 8:00 AM, City of Midland <ub@midlandtexas.gov> wrote:

******Your profile has been updated. ******

If you have any questions or if you didn't update your profile, please call [432-685-7320](tel:432-685-7320) or simply reply to this message.

This is confirmation of changes or updates to your online bill-pay information. If you did not make these changes or if you suspect tampering, please login to verify or update your information, and change your password if necessary.